

**IN THE UNITED STATES PATENT AND**  
**TRADEMARK OFFICE**

In the application of : McCORMACK, Tony et al.  
Serial No. : 10/828,697  
Filed : April 21, 2004  
For : Management of contacts in a network of contact centers  
Examiner : RAYYAN, Susan F.  
Art Unit : 2167  
Docket No. : 92476-95929

**RESPONSE TO OFFICE ACTION OF SEPTEMBER 17, 2007**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of September 17, 2007, the Applicants make the following remarks: